

**Manual Para Los
Miembros de
CRS
Member Handbook**



**Children's
Rehabilitative
Services**

**A Reward of the Heart
Una Recompensa del Corazón**



*Arizona Department of Health Services
Servicios De Salud De Arizona*

*Office for Children with Special Health Care Needs
Oficina Para Niños Con Necesidades Especiales
De Cuidado De Salud*

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Welcome to Children's Rehabilitative Services!

Children's Rehabilitative Services (CRS) has been serving families of children with special health care needs since 1929. Over time, the program has grown and changed. CRS used to be a program that was based in one hospital. Now it has four regional Centers for Excellence. They offer one-stop shopping for families with children who qualify for services.

We are happy to serve you and your family. The CRS Member Handbook will help you learn how to get and use CRS services. It tells you what services are covered and what services are not covered. It explains your child/youth's benefits. The Children's Rehabilitative Services Administration (CRSA) Office for Children with Special Health Care Needs (OCSHCN) is responsible for managing the CRS Program. Contact OCSHCN with any questions about the CRS Program or this handbook at (602) 542-1860 or (800) 232-1676.

You may be a young adult getting care, but since most people reading this are parents or caregivers, we call the person receiving care by %child/youth.+

The CRS Member Handbook gives you information you need to help get your child/youth the best care possible. Here is how to get a copy:

- You can ask your clinic for a copy at any time.
- You can also get one from your clinic or the OCSHCN webpage:
<http://www.azdhs.gov/phs/ocshcn/crs>
- You can get it in a different language, in large print or have it read to you.

Just let the CRS staff know. CRS wants you to understand what you receive.

Please take time to read this handbook. Keep it in a place where you can easily find it. It explains:

- What you should know
- Some CRS policies
- What is covered and not covered
- What to do if you have a problem or if you are not happy with the care you and your child/youth receive

Provider Directory

Your CRS Clinic has many doctors, nurses, and staff who speak other languages than English. You can get an interpreter (*a person who speaks other languages*) if the doctor does not speak your language. The clinic locations and doctors with the languages they speak are in this directory.

- You get one at your first clinic visit.
- You can ask for one at any time.
- You can call the CRS clinic near you for one.
- OCSHCN can mail you one.
- You can also get it from your clinic or OCSHCN webpage:
<http://www.azdhs.gov/phs/ocshcn/crs>
- Ask for one. It's free.

Language and Cultural Services

CRS wants you and your child/youth to be happy with the care you receive. We want you to have information you need in the **language and format you prefer**.

Please let your CRS clinic know if you:

- Need help understanding English
- Need an interpreter to explain or restate your words
- Are unable to hear clearly
- Use sign language and need someone to sign for you
- Are unable to see very well and need someone to read the information to you
- Not satisfied with your care or services

Translation and interpretation services are **free** and available in your preferred language. You can request these services at any time for:

- Phone calls . making appointments . during clinic visits
- Getting information about your child/youth's health
- Notices and letters
- Reading information to you
- When a doctor does not speak your language
- Explaining your rights

Member Services

You can call your CRS clinic if you have questions. They can tell you about services or other policies and rules. Your CRS clinic Patient Advocate **can** help:

- Change or choose your CRS provider
- Listen to your concerns and work out any problems
- Make an appointment
- Answer questions about how CRS works
- Find resources outside of CRS

Your CRS Patient Advocate and other staff are available free of charge Monday through Friday. The clinics are open from 8 AM - 5 PM. The phone numbers and addresses for each of the CRS clinics are listed on page 5.

Another place you can call or write to get information about the CRS program is at:

Arizona Department of Health Services
Office for Children with Special Health Care Needs
Children's Rehabilitative Services Administration (CRSA)
Member Services
150 North 18th Avenue, Suite 330
Phoenix, Arizona 85007-3243
(602) 542-1860 or (800) 232-1676 (*Ask for the CRS Program*)
<http://www.azdhs.gov/phs/ocshcn/crs>

CRSA staff are available free of charge Monday through Friday, 8 AM . 5 PM.

CRS Regional Clinic Locations

Choose which Clinic is Closest to You

Children's Health Center

124 West Thomas Road
Phoenix, AZ 85013
(602) 406-6400
(800) 392-2222 toll free
Fax: (602) 406-7166
Patient Advocate (602) 406-6460 or
(602) 406-3060
www.stjosephs-phx.org

Children's Clinics for Rehabilitative Services

2600 North Wyatt Drive
Tucson, AZ 85712
(520) 324-5437
(800) 231-8261 toll free
Fax: (520) 324-3084
Patient Advocate (520) 324-3040
www.childrensclinics.org

Children's Rehabilitative Services

1200 North Beaver
Flagstaff, AZ 86001
(928) 773-2054
(800) 232-1018 toll free
Fax: (928) 773-2286
Patient Advocate (928) 773-2054
www.nahealth.com/

Children's Rehabilitative Services

2400 Avenue A
Yuma, AZ 85364
(928) 336-7095
(800) 837-7309 toll free
Fax: (928) 336-7497
Patient Advocate (928) 336-7294 or
(928) 336-1621
www.yumaregional.org/crsnew.html

What is CRS

CRS is a managed care program. It uses doctors, nurses and other healthcare people. These providers are very skilled in caring for children and youth with special health care needs. CRS pays when CRS clinics, doctors and hospitals are used.

To join the program, the child/youth must:

- Have certain medical conditions, or
- Have what could be a disabling condition, and
- Meet age requirements, and
- Be an U.S. citizen or qualified alien of Arizona.

"The mission of CRS is to improve the quality of life for children and youth by providing family-centered medical treatment, rehabilitation, and related support services to enrolled individuals who have certain medical, handicapping, or potentially handicapping." conditions.+

How to Apply for Services

- Anyone can refer a child/youth to CRS.
- Call the CRS clinic near you or get the form at: www.azdhs.gov/phs/ocshcn/crs/crs_az.htm CRS can also help you fill it in.
- Your child/youth's regular doctor (primary care provider) can help you fill out the CRS application form. Copies of any tests with your child/youth's medical health diagnosis must go with the form.

Money and Co-Pays

Before your child/youth's first visit at CRS, you will need to meet with an Enrollment Coordinator. This coordinator will process your application. They will tell you if you will have to pay any fees for CRS services.

CRS will treat your child/youth's CRS medical condition only. The CRS doctors and staff will talk with your child/youth's primary care provider (PCP). This is to help your child/youth get all the things he or she needs. It is helpful if you talk to your PCP and the CRS clinic when you need to find medical care.

If your child/youth has other insurance, it will take care of your child/youth's basic health care needs. This basic care could include shots, colds, flu, earaches, sprains, etc.

If your child/youth is currently on AHCCCS, you need to bring:

- His or her AHCCCS number (*or AHCCCS ID card*)
- Proof of your identification (*for you*)
- guardianship papers (*if applies*)
- your insurance card (*if you have other insurance*)

If you have other insurance AHCCCS is **payer of last resort**

CRS checks every 6 to 12 months to see if your income changes. You need to tell CRS when your income or medical insurance changes. You can do this by calling your CRS clinic at the phone number on page 4 of this handbook.

If your child/youth is an AHCCCS member with or without other insurance, you will not have a co-payment. AHCCCS is the payer of last resort. Remember, if your child/youth has AHCCCS or any other insurance; bring their member card to every CRS visit.

Payer of last resort:

AHCCCS shall be used as a source of payment for covered services only after all other sources of payment have been used up.

If your child/youth is not an AHCCCS member but has insurance you may be responsible for a co-payment. The payment cost may be on the insurance card. There may also be a co-payment for services if your child/youth has no insurance.

If you have any questions about paying for anything, talk to your CRS Social Worker. The people in the clinic can tell you what you need to know to make decisions.

If you get a bill for a service **covered** by CRS from:

- A hospital,
- An emergency room, or
- Another care facility,

call the telephone number on the bill right away. Tell them that your child/youth is a CRS member. If you get another bill after you talked with the provider, call your CRS Patient Advocate for help.

You may ask for a service **not covered** by CRS. You will need to agree, in writing, to pay for the uncovered service before your child/youth gets it.

Remember to tell providers that your child/youth **is** a CRS member before you get services.

Covered Conditions

CRS provides and pays for the care of many health problems that are related to your child/youth's CRS medical condition. Some of them may be:

- club feet
- birth defects
- some seizures
- some heart conditions
- hearing problems
- cerebral palsy
- cystic fibrosis
- spina bifida
- sickle cell anemia
- cleft lip and palate
- arthritis

One of the best things about CRS is that most of the care for your child/youth is given at one place. Exactly who will be on your team depends on your child/youth's special health care need. Get to know who is on your team so you can call them if you need help. You can also invite others to be on your team. The team can be:

- you
- child/youth
- friend
- doctors
- nurses
- hearing specialists
- social worker
- teachers
- physical therapists
- occupational therapists
- speech therapists
- child life specialist
- patient advocate
- other family members
- students (in training)



All the CRS doctors caring for your child/youth have the right to use your child/youth's medical information. This helps doctors work out a care plan with you and other providers in your CRS clinic.

Your primary care provider (PCP) may decide your child/youth has health care need(s) **not** part of their CRS condition and **not covered** by CRS. Your PCP has to give the okay (approval) if they want to send your child/youth to a specialist. Your PCP's office will call the specialist and make an appointment for you, or they will refer you to the specialist. You can make the appointment yourself for the condition **not covered** by CRS.

Clinic Specialties

Surgical

General pediatric surgery
Cardiovascular and thoracic
Ear, Nose and Throat (ENT)
Neurosurgery
Ophthalmology
Orthopedic (general, hand, scoliosis, amputee)
Plastic surgery

Dental

Dentistry
Orthodontia

Medical

Cardiology
Cystic Fibrosis
Neurology
Rheumatology
General Pediatrics
Genetics
Urology
Metabolic
Spinal Bifida
Cerebral Palsy
Neurofibromatosis

Program Services

- manual wheelchairs (*without motors*)
- medical supplies
- home health services
- medicine
- therapy to help your child/youth use his/her legs and arms
- speech therapy to help your child/youth talk better
- treatment for eyes and ears (including corneal transplants)
- durable medical equipment (DME)
- hospital services
- some special conditions, dental and orthodontia (straightening teeth) services may be given

Services CRS Does Not Provide or Pay For

They include, but not limited to:

- new parts for your child/youth's inner ear
- services not for the CRS medical condition
- equipment to use only at school
- mobilizer walkers
- wheelchairs or scooters with motors

See complete listing at:

http://www.azdhs.gov/phs/ocshcn/pdfs_files/crs/30-covered-conditions-clean09-29-06.pdf

Clinic Appointments

Your child/youth needs to have an appointment to see a CRS provider. The clinic is a very busy place. Please call well ahead of time to schedule a visit. When you call the clinic, be ready to tell the person on the phone:

- the name of your child/youth,
- that your child/youth is a CRS member, and
- the reason your child/youth needs the appointment.

If you think your child/youth needs to be seen sooner, please tell CRS why you think they need to be seen quickly. You can ask for an earlier appointment.

It is important for you to not miss your child/youth's doctor appointments. Sometimes appointments are made many months ahead. When they are, you will get a reminder letter. Please show up at the clinic at least 15 minutes before the appointment time and check in. The doctor's time, like yours, is important, so please show up on time.

Please make sure that your CRS clinic has your current address and phone number. If we do not have your correct address, you may not get important information from us. You can call the clinic if your address changes. If you move to another area of the state, you can change your CRS clinic. You can do this by talking to your Regional CRS clinic (phone and addresses on page 5).

Fill out the **Important Information for my Child/Youth's Care+** form in the back of this handbook (page 22). You can keep information about your clinic providers in this form.

Canceling or Changing an Appointment

Please make sure to keep your child/youth's appointment. If you need help with getting a ride to the appointment, call your clinic or your health plan a week in advance. If you need to let them know you won't be there or need to change a visit, try to call as soon as possible (2-3 days in advance). By calling ahead of time, the clinic can schedule another child/youth that is waiting to be seen.

If You Move

If you are planning to move or move out of Arizona, tell your CRS clinic. Your CRS clinic can help you get services where you move.

How to Get Help Getting to Your Appointment

Your other health plan may pay for and help you with a ride to your CRS visits. This is for children/youth with CRS who do not have a way to get to the visit. You should first try to use your own car, a bus, or get a ride with a friend. If your child/youth is an AHCCCS member, call their AHCCCS Health Plan a week before their visit. CRS will help and work with your health plan to set up any needed rides. Transportation is not a service CRS pays for (except from one CRS clinic to another).

Waiting at the Clinic

Sometimes you might have to wait for a while at the clinic because the doctor is seeing other patients. You should not have to wait more than 45 minutes. If you were on time to your appointment, and you feel that you had to wait more than 45 minutes, contact your CRS Patient Advocate for help.

Tips When You Come to Clinic

- Call CRS as soon as you get your reminder letter to tell them that you will be coming to clinic.
- Be on time for your visit or call CRS if you need to cancel or reschedule. There are waiting lists for many of the clinics. Your call can give another child a chance to see the doctor.
- Your clinic visits may take a few hours. Bring snacks, extra diapers, medicines, etc. for your child/youth.
- Bring your child's equipment to clinic visits. It can be checked, if needed.
- Let CRS know right away when you have a change of address, phone number, name, legal guardianship, or insurance plan.
- Write down any questions you want to ask the doctor. Bring your list with you to your clinic visit.
- Bring your child/youth's medicines and record of shots to clinic appointments.
- Tell your clinic about any of your child/youth's allergies to foods or medicines.
- Ask the doctor or nurse about your child/youth's medicines. Be sure you know how to give them and any side effects.
- A visit to a doctor, dentist, or orthodontist in his/her private office for a CRS **covered** service needs special permission. Please get an okay first or you may have to pay the bill.



For Youth 18 Years Old or Older: Advance Directives

If you are 18 years of age or older and are your own guardian, you have the right to write down for doctors how you want to be cared for if you become too ill to tell them yourself. An **advance directive** is a written document. It lets your doctor care for you if you are not able to make decisions. It tells your doctor:

- the kind of care you want if you have an illness that may not get better,
- what you want done if you are not awake or in a coma, and
- the care you do **not** want.

The advance directive can say that you want certain care no matter how sick you are. The CRS clinics know about this and they have the advance directive forms for you to fill out. You can also get more information or forms at www.azsos.gov/adv_dir. CRS can put your advance directive in your CRS medical record(s). If you want to talk to someone about this, ask your doctor or someone at your CRS clinic.

If you have an advance directive and believe that you are not getting the health care you want, contact:

Arizona Department of Health Services
Office for Children with Special Health Care Needs
Children's Rehabilitative Services Administration
Member Services
(602) 542-1860 or (800) 232-1676 toll free

Transition for Youth with Special Health Care Needs

Did you know that CRS services end on a youth's 21st birthday? Beginning at age 14, CRS will begin talking to you about transitioning or preparing for when your youth turns 21 and leaves CRS services. They will help your youth begin to take responsibility for their own health care. CRS may encourage them to learn about:

- their medications,
- making their own appointments, and
- understanding the symptoms of their medical health condition.

As your youth becomes an adult CRS will be able to direct you and your youth to outside community resources that can help you with other transition issues such as:

- guardianship,
- transitioning out of school,
- finding employment,
- adult living arrangements,
- transportation, and
- community participation.

Youth:
an
individual
over the
age of 14
years but
less than
21 years
of age.

CRS has the responsibility to help you and your youth find doctors and specialists who will care for your youth as he or she becomes an adult.

Family Support and Community Services:

1. CRS Parent Action Council

The Parent Action Council (PAC) is a group of parents and CRS staff. They tell the Arizona Department of Health Services (ADHS) and CRS clinics how they think care of children and youth could be improved. The Council is a place where parents can share ideas and resources to make the clinic better. If you would like to attend a meeting at the clinic or become involved in PAC activities, please contact your CRS Patient Advocate at:

Phoenix: (602) 406-6460 or (602) 406-3060

Tucson: (520) 324-3224

Flagstaff: (928) 773-2054

Yuma: (928) 336-7294 or (928) 336-1621

2. Raising Special Kids & Pilot Parents of Southern Arizona

Raising Special Kids in Northern and Central Arizona and Pilot Parents of Southern Arizona are groups that give information, training, and materials to help families of children and youth with disabilities and special health care needs.

- They match new families with more experienced parent volunteers. This is done through their parent-to-parent program.
- They send out newsletters that give helpful hints, explain laws, and list educational workshops open to parents.
- All services and materials are free.

Raising Special Kids

(800) 237-3007 toll free

(602) 242-4366

www.raisingpecialkids.org

Pilot Parents of Southern Arizona

(877) 365-7220 toll free

(520) 324-3150

www.pilotparents.org

3. Information and Referral Services

The Child Information Center Hotline (CICH) can help you find resources in your community. They have a statewide toll free number (800) 232-1676. For people with hearing loss or impairment, there is a State Telecommunication Device (TDD/TTY) at (800) 367-8939. The CICH operates Monday - Friday 8 AM-5PM



Behavioral Health Services

Behavioral health services can help your child/youth with things like feelings of sadness, stress, and drug and alcohol issues. These services can help people to think, feel, and act in healthy ways. Let the CRS staff know if you think your child/youth needs this help.

- A CRS psychologist or psychiatrist can meet with your child or youth.
- Anyone can get emergency and crisis intervention services.
- If your child/youth needs more than 3 CRS visits with a psychologist or psychiatrist, CRS may help you get care in the community.
- You can also talk to your child/youth's doctor or primary health plan.

Arizona has Regional Behavioral Health Authorities (RBHAs) that offer these services. All AHCCCS/KidsCare (Title XIX and XXI) members are eligible for behavioral health services and can refer themselves - they do not need a referral. If your child/youth has AHCCCS, you can talk to a person called a Behavioral Health Coordinator for your plan. The coordinator can give you information so you can learn how to get services.

Your CRS Patient Advocate has the names and phone numbers of the AHCCCS Behavioral Health Coordinators. They can help you find out what type of care your child/youth is eligible for. They will also know where you can get services. Everyone can get Behavioral Health Services in a crisis or emergency. If you have questions about what is covered or how to reach the RBHA, you can call your CRS Clinic (page 5 of this handbook). If it is not an emergency, call your local RBHA to set up a visit. If you have other insurance, AHCCCS is the payer of last resort.



RBHA Directory

Maricopa County

RBHA Name: **Magellan**

Intake and Customer Service: 1-800-564-5465

Hearing impaired: 602-914-5809

Crisis: 602-222-9444

1-800-631-1314

Hearing impaired: 602-274-3360



Yuma, La Paz, Gila and Pinal Counties

RBHA Name: **Cenpatico**

Intake and Customer Service: 1-866-495-6738

Crisis: 1-866-495-6735

Hearing impaired: 1-877-613-2070



Cochise, Graham, Greenlee, Pima & Santa Cruz Counties

RBHA Name: **CPSA**

Intake and Customer Service: 1-800-771-9889

Crisis: 1-520-622-6000

Pima County: 1-800-796-6762

Other counties: 1-800-586-9161

Hearing impaired: 1-866-318-6960



Apache, Coconino, Mohave, Navajo & Yavapai Counties

RBHA Name: **NARBHA**

Intake and Customer Service: 1-800-640-2123

Crisis: 1-877-756-4090



What to do in case of a Psychiatric Emergency

If your child/youth is having a problem and you think that he/she might hurt themselves or someone else and could lead to death, **call 911 right away**. Also call if they are yelling or moving and can't stop, won't answer when called and touched, or are acting in a way that scares you.

Crisis Services respond to any request for services. The Crisis Staff respond to people at risk for harming themselves or others. Crisis Services are available to anyone regardless of ability to pay. An example of a crisis is:

- You need to talk to someone because you are feeling out of control and are thinking, when and/or how to kill yourself.

24 HOUR CRISIS PHONE NUMBERS

AVAILABLE AND FREE FOR EVERYONE

You are not alone! The crisis line is there for you 24 hours a day, 7 days a week. Talk to a counselor right now and get help.

- Maricopa County
1-602-222-9444 or 1-800-631-1314
- Pima County
1-520-622-6000 or 1-800-796-6762
- Graham, Greenlee, Santa Cruz or Cochise Counties
1-800-586-9161
- Apache, Coconino, Mohave, Navajo & Yavapai Counties
1-877-756-4090 or 1-866-495-6735
- Yuma, La Paz, Gila and Pinal Counties
1-866-495-6735

What to do in case of a Medical Emergency

An emergency is when you may think a person needs to get help right away or they may die. **If you think it is an emergency, call 911 right away. If you do not think it is an emergency call your CRS doctor or your primary care provider (PCP).**

Tell the people at the Emergency Room (ER) that the child/youth is in CRS. If your child/youth is going to get care for an illness that is **not** a CRS condition, give the ER your insurance company information.

Emergencies related to the CRS condition do not need to be pre-approved. Tell the ER that your child/youth is a CRS member.

After being cared for at the Emergency Room (ER), your child/youth may have to go to (be moved to) a CRS hospital for more care. If you have any concerns or questions about CRS after getting ER care, you can call your CRS clinic. When you call to get a time to see someone at CRS, tell them that your child/youth went to the ER. When you go to the CRS visit, be sure to tell the CRS clinic about anything the ER doctors or nurses told you to do or about any medicine they gave your child/youth.

Emergency Transportation

If you think your child/youth needs an ambulance and may die if they do not get one, **call 911 right away**. If you are unsure, call your child/youth's primary care provider (PCP) and do what they tell you.

Member Rights

You and your child/youth have the right to:

1. Be treated with respect and dignity no matter what your race, culture, country born in, gender (sex), age, health condition, sexual orientation, genetic information, ability to pay, or ability to speak English.
2. Receive care from ages birth to 21 years of age for their eligible condition.
3. Keep your child/youth's records and their health care private. You do not have to share with anyone you don't want to know about it.
4. Get information about the CRS doctors and the staff education and work backgrounds as well as languages they speak.
5. Pick your CRS doctor from a list at the CRS clinic. You also have the right to change doctors or go to another CRS clinic.
6. Ask for second opinion from another CRS doctor.
7. Get services in the language you prefer. If you do not speak English very well, you can ask for an interpreter at anytime. You can also get information in sign language if you cannot hear. If you cannot read or see very well, you have the right to have someone read the information to you. These services are free.
8. Look at or get a copy of your child/youth's CRS member health records. You can have something changed in the record if it is wrong, but you must ask to have this done.
9. Know about your child/youth's medical problems and what care is available. This will help you make decisions about your child/youth's health care.
10. Be told about all of your care choices, other types of care and how to get them.
11. Say you do or do not want any care for your child/youth. You will be told what will happen if you do or do not get care.
12. Be free from any form of punishment, restraint, or seclusion for making your choices, saying what you are thinking, or **filing a complaint (or appeal)**.
13. Be told in writing of any major changes to your child/youth's health care services.
14. Know how much services will cost if CRS will not pay for them.
15. Know how CRS pays its doctors and other staff. You also can ask and be told how CRS pays its bills.
16. Get a copy of the results of the CRS Member Survey Report. You can find out what other people think about CRS services.
17. Be told in writing when CRS cuts, stops, or denies any health care service asked for by your doctor at the clinic. You must be told what to do if you do not like their decision. This is called **filing an appeal**.
18. Have CRS staff explain how to solve complaints, concerns and how to file a **grievance**.



19. Tell CRS about any problems or complaints about any health care services, doctors or staff at CRS. You will not be treated badly because you complained.
20. Know about providers who speak languages other than English and how to get a free provider directory. Clinic locations and doctors with the languages they speak are in this directory.
21. Be spoken to in your own language.

Member Responsibilities

You and your child/youth have the responsibility to:

1. Treat the doctors, staff, and the others who provide services to your child/youth with respect.
2. Identify your child/youth as a CRS member BEFORE he or she gets any services outside of CRS.
3. Tell the CRS doctor if you do not understand your child/youth's condition or the plan for his/her treatment.
4. Tell the CRS doctors and nurses all about your child/youth's health including past problems or illnesses he or she has had, if your child/youth has been in the hospital, and all drugs and medicines being taken.
5. Tell the CRS doctors and nurses if your child/youth has any changes in
 - health or medical condition,
 - your address or phone number and
 - any other health insurance.
6. Tell CRS staff about any other health insurance you may have.
7. Keep your child/youth's CRS eligibility up-to-date. Tell your eligibility worker when anything that could affect your child/youth's eligibility changes in your family.
8. Know the name of your child/youth's CRS doctor(s) or primary nurse(s). Keep the doctor's and clinic's name, address and telephone number where you can easily find it.
9. Take an active part in taking care of yourself and your child/youth's health. Take care of any health problems before they get worse. Follow directions for giving your child/youth their medicine or other treatments, as prescribed.
10. Make sure that you understand what the doctor tells you before you leave your doctor's clinic.
11. Call and make your child/youth's appointments in time to avoid needing to go to an urgent care or emergency room for things you could get taken care of at your CRS clinic.
12. Get to all of your child/youth's clinic appointments on time. Try to come 15 minutes before the appointment time. Call your CRS clinic before the appointment if you need to cancel or will be late.
13. Bring your child/youth's shot records to all his/her visits.
14. Please make sure to have the correct addresses and phone numbers for your child/youth's doctors. Share this information with CRS.
15. Tell CRS staff if you think someone is not being honest with you or if you are feeling abused by a doctor, staff member or another CRS member.
16. Take an active role in their own care to the best of their ability.

Grievances (Complaints)

CRS follows federal and state laws which outline procedures for patients and their families to file **grievances**.

CRS wants to know if:

- You are not satisfied with the care or services your child/youth is getting,
- You or your child/youth are not treated with respect or dignity; or
- You have a problem or concern with your clinic, doctors or other health care staff.

You can ask CRS staff to help you resolve your problem. You can ask CRS staff to explain to you how to file a grievance. Your doctor can file a grievance for you. You can file a grievance orally or in writing.

You can ask for help from:

- Your CRS Patient Advocate (contact information listed on page 5) or
- The CRSA Member Services (contact information listed on page 4).

Most grievances are resolved **within 90 days**.

CRS Approval and Denial Process

Sometimes, the service you ask for has to be approved by CRS. The clinic uses a process called **prior authorization**.+ The things you ask for will be looked at and CRS will let you know if it is okay for you to get the service. This is based on your child/youth's condition and your CRS benefits.

- If CRS denies your child/youth a service, cuts back a service, or stops a service, a letter from your CRS clinic will be mailed to you telling you why they made their decision.
- If services have already started and are going to be changed, the letter will be mailed to you at least 10 days before your services are changed (except in cases of fraud, if you move out of state, or ask to stop the service).

Appeals and Requests for Hearing

You have the right to not agree with decisions CRS makes. This is called an **appeal**. You can appeal in writing or orally. CRS has two types of appeals. The first type is a **standard appeal**. This appeal is used when CRS:

- Does not approve a service.
- Stops a service for a short period of time.
- Decreases a service that was approved.
- Totally stops a service that was already approved.
- Fails to provide services in a fair period of time.
- Fails to act in the required time of 14 day from the date of request for service.
 - If after the 14 days more time is needed, you can ask for an extension.
 - Extensions only happen if they are in the best interest of your child/youth. Sometimes it takes 14 more days.

The second type is an **expedited appeal**. This appeal happens faster. The decision has to be made in 3 workdays. This appeal is used when CRS feels the health of your child/youth is at risk using the standard appeal.

If you are asking for services that have already started and are now being stopped, you can ask to keep them while you are going through the appeal. You may have to pay for what you get during the appeal time if the decision does not change. If you want to keep those services during the appeal, you have to ask within 10 days after getting the letter from CRS telling you about the service change.

Your CRS Patient Advocate can help you file an appeal. To file an appeal, follow the directions in the letter you get from CRS. This is the letter that said you could not get the service(s). You have to ~~file~~ or make an official ~~appeal~~ in 60 days from when the action happened. As part of the process:

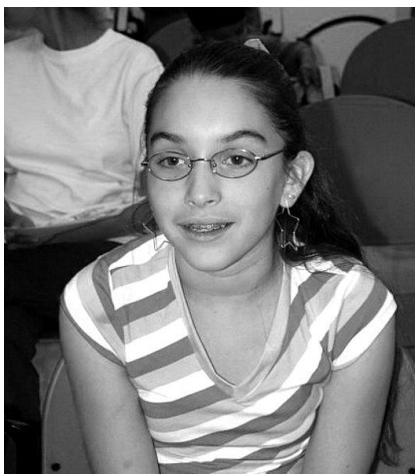
- You can ask to see your child/youth's medical records and all things related to the decision to change or stop the service.
- You can also give things/papers to CRS that you think will help make the decision a yes.
- You can ask to give the things yourself or you can mail them.

You can learn more about the appeal process. Talk with your CRS Patient Advocate.

CRS will mail you a letter when they make the decision about your appeal. If you do not think they made the right decision, you can ask for a **state fair hearing**. This means that someone not with CRS will look at the case. The directions for filing for a state fair hearing are in the letter from CRS.

- If you want a hearing and you are an AHCCCS member, you must tell or write your CRS Clinic within 30 days of receiving the appeal decision letter.
- If you are not an AHCCCS member, you must tell CRSA (Administration) in 30 days of receiving the appeal decision letter. You can ask your CRS Patient Advocate for help in asking for a state fair hearing.

AHCCCS or CRSA will tell you the date, time, and where you need to go for the hearing.



Fraud and Program Abuse

Fraud can happen when people lie about the health care your child/youth have been receiving. Examples of fraud and program abuse include, but not limited to:

- Letting someone else use your child/youth's identification card
- A doctor, nurse or other healthcare provider lies about what they did to help your child/youth
- The clinic has paperwork or documentation about you that is not true
- You receive a copy of your insurance billing and find a service listed that your child/youth did not receive

If you think somebody has lied and committed fraud or program abuse, you should report it. You can contact us, in writing or orally, at:

Office of Program Integrity (OPI)
Arizona Department of Health Services (ADHS) Fraud and Abuse Hotline
(602) 364-3758 or (866) 563-4927 toll free
reportfraud@azdhs.gov

The Online Reporting form is at:
www.azdhs.gov/bhs/provider/forms/pm7-1-1.pdf

You will not get into trouble for reporting fraud and program abuse. You also do not have to give your name. Any information reported will be kept confidential.

Services According to the Law

All services by the Arizona Department of Health Services are without prejudice or bias for:

- disabilities/handicaps,
- race or color,
- religion,
- sex (gender), or
- national origin (ethnic background).

The CRS Program follows federal laws such as the:

- Rehabilitation Act of 1973
- Balanced Budget Act of 1997
- Social Security Act Title XIX and XXI
- Title VI of the Civil Rights Act of 1964
- Age Discrimination Act of 1975
- Titles II and III of the Americans with Disabilities Act
- Federal Immigration and Nationality Act

Notice of Privacy Practices

The Children's Rehabilitative Services Administration (CRSA) is committed to protecting your health information. By law CRSA must:

- keep your health information private and
- provide you a Notice of Privacy Practices.

CRS must abide by the terms of this privacy notice. The notice tells you:

- how your medical information may be used, disclosed or shared; and
- how a parent or legal guardian, or CRS member, who is his/her own guardian can get access to the information.

A parent should keep track of their child/young adults health history. The parent can do this by writing down what doctors, nurses, therapists, and other medical staff tell them. A parent can also ask the doctor, nurse or other medical staff to write down the information for them.

Member Access to Medical Records

A parent or a legal guardian, and the CRS member has the right to have access to all of the member's medical records. Access must be given during regular clinic hours. Access can be given at other times if they are needed for emergency medical care.

CRS can deny access to medical records that are considered protected health information. These may be records (such as psychotherapy notes) that are

- compiled in response to civil, criminal, or administrative action, or
- when civil, criminal, or administrative action is expected.

Protected information is subject to the Federal Clinical Laboratory Improvement Amendments of 1988 or are exempt pursuant to 42 CFR 493.3(a)(2). (930-1-k-1)



Information for My Child/Youth's Care

My child/youth's diagnosis: _____

My child/youth's medical record number: _____

Doctor(s): _____

Doctor(s): _____

Nurse(s): _____

Therapist(s): _____

Social Worker(s): _____

Patient Advocate: _____

Psychologist: _____

Child Life Specialist: _____

Clinic Administrator: _____

Clinic Phone Number: _____

Pharmacy: _____

Transition Coordinator: _____

Other: _____

We hope that this handbook is helpful to you. We welcome your advice or any thoughts you have to make things better.

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Arizona Department of Health Services

Office for Children with Special Health Care Needs
Oficina para Niños con Necesidades Especiales de
Cuidado de Salud

150 North 18th Avenue, Suite 330 Phoenix 85007-3243
(602) 542-1860 Fax: (602) 542-2589

(800) 232-1676 Toll Free

(Ask for the CRS Program)
(Pregunte por el Programa de CRS)

<http://www.azdhs.gov/phs/ocshcn>